TB-0333

DEPLOYMENT PROCESS FOR ACTUATE REPORTS

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Section/Group: Network Operations
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To more effectively serve its customers, ITS is implementing a new deployment process for existing Actuate reports.

PROCESS

ITS will deploy updates, Monday through Friday, between 6:30 a.m. and 8:00 a.m., for existing Actuate reports.

- These changes must be tested by the customer and must work correctly.
- These changes must not create problems with other existing reports or they will be backed out.
- These changes must be made without removing Actuate from service to other customers.

For acceptance testing, please submit an e-mail to PRODHOSTING@utah.gov, with all necessary information and/or files, prior to 2:00 p.m. on the day before deployment is to take place.

EXAMPLES

- Requests submitted by 2:00 p.m. on Monday will be deployed between 6:30 and 8:00 a.m. on Tuesday.
- Requests submitted by 2:00 p.m. on Friday will be deployed on Monday between 6:30 and 8:00 a.m.
- Request submitted at 4:00 p.m. on Monday will be deployed Wednesday between 6:30 and 8:00 a.m.

The submitted information will be passed to COTSCMC, Change Management, for coordination of a time and verification of the date with both the customer and the Systems Administration group.

On the morning of deployment, Systems Administration will contact the customer prior to the deployment to ensure that they are available for testing of the report after deployment. If the customer is not available for testing, the report will not be deployed.

Note: This process is for minor revisions to an existing report. New reports must follow the existing deployment process.